

Quality Improvement Skills Program (QulSP) Training and Assessment Information

Certificate IV in Frontline Management (BSB40807)

Course Details

Aim

To embed quality improvement tools and techniques into the day to day working of health and community services.

Description

QulSP focuses on the practical application of improvement techniques and helps individuals and teams to make sustainable change by applying improvement skills to an organisational challenge, as identified by the organisation.

The program provides participants with a framework and tools to make improvements in their everyday work. It is a team based approach, which encourages development across the team whilst providing opportunities to network and share experiences across a range of multi disciplinary teams.

Learning Outcomes

Workshop 1

- I have a better understanding of what quality improvement means
- I have been exposed to various improvement tools which I can use again
- My knowledge of the Improvement Model has increased
- I understand the concept of measuring for improvement, reporting and data collection
- I am aware of requirements during action period 1
- I have developed ideas and improvement plans which can be implemented during the action period

Workshop 2

- I have a better understanding of system elements (structure, process, outcome)
- I have been exposed to process mapping which I can use again
- My knowledge of change management has increased
- I am aware of requirements during action period 2
- I have developed ideas and improvement plans which can be implemented during the action period

Workshop 3

- I have a better self awareness of my learning style
- I have been exposed to different modes of communication which will enhance the way I communicate
- My knowledge of the human dimensions of change has increased
- I have a better understanding of conflict and negotiation techniques

- I have developed ideas and improvement plans which can be implemented during the action period

Delivery

This program is highly interactive with teams nominating their priority area for focus during the course. The program consists of 3 workshops over a 3 month period with action periods following each workshop. The workshops will be delivered using a combination of speakers, presentations, group work, activities and team time.

Team Time

Team time is scheduled into each workshop to provide attendees with protected time to:

- Review workshop content
- Bond as a team
- Re-consider the 3 fundamental questions – What are you trying to achieve? How will you know that a change is an improvement? What changes can you make that can lead to an improvement?
- Develop improvement plans for testing change
- Identify and plan next steps required for your teams action period
- Identify areas to provide feedback to the larger group

Action Periods

Action Period 1 - Between Workshop 1 & 2

- Collect baseline measures
- Hold a team meeting with relevant staff or during a staff meeting to make team aware of issue / next steps and model / tools for improvement learnt during workshop 1
- Agree on responses to each of the three questions of the Improvement Model
- Test your ideas using PDSA cycles
- Read material on process mapping
- Identify progress to feedback to larger group
- Discuss progress with facilitator who will be in contact with you

Action Period 2 - Between Workshop 2 & 3

- Complete learning styles questionnaire
- Complete and analyse a process map
- Complete controlling risk and hazard checklist (if applicable)
- Complete the commitment map or force field analysis
- Test your ideas using PDSA cycles
- Collect measures
- Identify progress to feedback to larger group
- Discuss progress with facilitator who will be in contact with you

Action Period 3 - After Workshop 3

- Consider what will you be doing with what you've learnt
- Test your ideas using PDSA cycles
- Collect measures

- Discuss progress with facilitator who will be in contact with you in about 1 month time

Training Plan

The Certificate IV in Frontline Management requires 10 units for the qualification consisting of:

- BSBMGT401A - Show leadership in the workplace
- BSBMGT402A - Implement operational plan
- BSBOHS407A - Monitor a safe workplace
- BSBWOR402A - Promote team effectiveness
- BSBINN301A - Promote innovation in a team environment
- BSBMGT403A - Implement continuous improvement
- BSBREL401A - Establish networks
- BSBWOR401A - Establish effective workplace relationships
- BSBMGT516A - Facilitate continuous improvement
- BSBLED401A - Develop teams and individuals

Resources

The Improvement Foundation will provide all QuISP resource material for participants before, during and after the program. This will including the following and more:

- QuISP Workbook
- Workshop presentations
- Improvement Model Guide
- Quality Improvement Toolkit
- Templates
- Learning Styles Questionnaire
- Memory Jogger (QI Guide)

Workshop Topics

Workshop 1

Quality, Model for Improvement, Improvement Aims, Measures, Developing & Testing Ideas for Change, PDSAs

Workshop 2

Deming's System of Management, Systems Thinking, Process Mapping, Understanding Variation, Leading & Management Change, Motivation

Workshop 3

Self Awareness, Learning Styles, Management, the Human Dimensions of Change, Effective Communication

Assessment

The assessment is broken up into various components which are conducted during and following the workshops. These provide quality evidence to prove that participants meet the Certificate IV in Frontline Management standards. They include various methods including course work, assignments, demonstrations, observations, and oral feedback / discussions including:

- Team and priority area form completed prior to first workshop
- Attendance at more than one workshop
- Participation in introduction activity during workshop 1
- Participation in small group brainstorming and affinity exercise during workshop 1
- Participation in learning loops game during workshop 1
- Active involved in team time
- Feedback on PDSA plans developed during team time
- Completion of 3 fundamental questions (improvement model)
- Collection of data to see improvements over time
- Staff meeting held to advise of benefits of improvement model
- Priority area confirmed with team and CEO during action period 1
- Feedback on progress following action periods
- Participation in red bead experiment during workshop 2
- Contribution to QulSP contact list
- Completion of learning styles questionnaire
- Completion of what's in it for me template
- Completion of the Thomas-Kilmann Conflict Questionnaire
- Completion of controlling risk template (if applicable)
- Completion of hazard checklist (if applicable)
- Reading organisation's OHS policy (if applicable)
- Participation in raft building activity during workshop 3

Roles & Responsibilities

Participants

Participants need to complete the above assessment components satisfactorily to achieve formal competency. Participants who chose not to partake in the assessment will receive a statement of attendance.

Facilitators

Sarah Wrzeszczynski and Amanda Taylor will be available to provide support during the workshops and action periods. You can contact Sarah direct on sarah.wrz@improve.org.au or phone 08 8422 7466 and Amanda direct on amanda.taylor@improve.org.au or phone 08 8422 7422.

Improvement Foundation

The Improvement Foundation will assess competency and issue statement to participant.

Contact Details

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